

LETTER OF AGREEMENT
BETWEEN
NASA INTEGRATED SERVICES NETWORK PROJECT
AND
JOHNSON SPACE CENTER'S
SPACE COMMUNICATIONS INTEGRATION OFFICE (SCIO)
CONCERNING COORDINATION AND DEVELOPMENT
OF CUSTOMER COMMUNICATION SERVICES REQUIREMENTS

Approval for NASA Integrated Services Network Project:

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6/27/2006

Date

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6/13/2006

Date

1. GENERAL

The organizations entering into this Letter Of Agreement (LOA) do so to facilitate the development of communication services requirements so that the National Aeronautics and Space Administration (NASA) organization charged with their implementation – NASA Integrated Services Network (NISN) Project – is a participant with the Space Communications Integration Office (SCIO) within the Johnson Space Center (JSC) Mission Operations Directorate (MOD) from the beginning of customer interaction. Accordingly, the NISN Project will have the opportunity both to guide the requirement statements towards cost effective and proven technological solutions, and to provide the customer with clear insight into NISN's implementation processes, early in the project/program life-cycle. By so doing, the opportunity to make use of standard solutions is maximized, the customer has an opportunity to shorten the lead-time for implementing the best solution to meet its requirements, and both organizations have the opportunity to foster a teaming relationship.

2. PURPOSE

Each party to this LOA has developed processes that best suit their respective roles within NASA. The purpose of this LOA is to foster understandings and relationships between the NISN Project and the customers that obtain NISN services, so that both parties may carry out their respective tasks in a timely (with respect to the needs of the other party) and efficient manner. The overall objective is to ensure that the required communication services are in place and operationally ready when the customer needs them.

3. SCOPE

This LOA is limited to communications services offered and provided by NISN to International Space Station (ISS), Space Transportation System (STS) and Constellation customers. Communications services include data, video, and voice that directly support and sustain a customer's operations.

4. INTERFACES

4.1 NISN

The NISN organization's website provides links to NISN services, processes, and contacts. For day-to-day operations, NISN relies on its contractor. At the NASA level is the NISN Service Manager (NSM); at the contractor level is the Customer Service Representative (CSR).

4.2 Space Communications Integration Office (SCIO)

The NASA SCIO level provides the Customer Commitment Manager (CCM) civil servants in the SCIO. The Mission Support Operations Contract (MSOC), Space Flight Operations Contract (SFOC) and Space Program Operations Contract (SPOC) contractor provides the support.

REFERENCES AND APPLICABLE DOCUMENTS

- a. *JSC Service Request (SR)*
- b. *Human Spaceflight Program Requirements Document (PRD) & ISS? Network Program Requirements Document (NPRD).*
- c. *NISN Services Document, NISN-001-001, Revision 7, and subsequent revisions.*
- d. *NISN Service Request Process, NISN-3000-4323, April 2006, and subsequent revisions.*
- e. *Internet Protocol Operational Network (IONet) Access Protection Policy and Requirements, 290-004.*
- f. *IP Operational Network (IONet) Access Control Compliance Checklist.*

6. INTEGRATED FINANCIAL MANAGEMENT

It is a fundamental principle at JSC that the individual customer is responsible for their funding and for executing their financial transactions.

- a. NISN shall designate a Resource Analyst to oversee and coordinate the transfer of funds from a customer to NISN.
- b. The SCIO shall work with each customer project/program to identify the appropriate funding authority to oversee and execute the transfer of funds to NISN for the implementation of their communication service requirements.

NISN shall not commence the implementation of any requirement without first having verified from the customer that all funding associated with implementation of requirements, is in process via NASA Form 506 or applicable document.

- d. NISN shall not implement requirement changes without first having received verification from the customer that any additional funds necessary to implement the requirement change are in process via NASA Form 506 or applicable document.

7. GENERAL AND SPECIFIC RESPONSIBILITIES

7.1 Overview

The NISN Project and the SCIO agree to develop and refine processes to ensure that customer requirements are defined, costed, and implemented in a timely and efficient manner. To achieve such efficiencies, both the NISN Project and SCIO recognize that they are members of the same team, each seeking the same goals as the other. The signatory organizations also agree to coordinate and integrate, to the extent practicable, their respective Program Operating Plan (POP) content and schedules.

7.2 NISN Responsibilities

- a. Participate with customers in defining their communication requirements. (NSM and CSR).
- b. Provide written responses to the Human Space Flight (HSF)-related Program Requirements Document (PRD) input as required by the JSC CCM. (NSM or CSR)
- c. Provide Rough Order of Magnitude (ROM) cost numbers for generally stated communication service requirements. (CSR)
- d. Provide Design Cost and Schedule (DCS) information to CCM upon request. (CSR)
- e. Write and submit NISN Service Requests (NSRs). (NSM or CSR)

Provide NSR status upon request by a customer project/program and as required. Escalate issues with NSRs within the NISN organization. (CSR or NSM)
- g. Provide SCIO-designated CCM with access to the NISN Detail Database. Such access shall be limited to the information pertaining to the JSC CCM's customer base (e.g., Shuttle, Station, and Constellation). (NSM)
- h. Identify, document, and track resolution of non-requirements issues with NISN services.

Participate in status meetings called by the SCIO. (CSR and NSM)

Develop procedures and processes and initiate requirements reviews for the coordination and integration of the NISN POP cycle with the respective HSF customers' POP cycles to ensure new/revised communication services requirements are considered in each POP. (NSM and CSR)
- k. Participate in SCIO-sponsored meeting and reviews by developing and presenting NISN status relative to requirements stated in Project Service Level Agreements (PSLAs) and NSRs. (NSM/CSR)

7.3 JSC SCIO Responsibilities

- a. Advise new customers of the NISN interface and invite NSM/CSR to initial customer meetings. Participate with the appropriate NSM/CSR in the communication service requirements definition phase for customers.
- b. Provide timely coordination on a new NSR when requested by NISN.

Call status meetings, as needed, to be attended by appropriate SCIO and NISN personnel

- d. Provide NISN with project technical points of contact (that in turn can provide current, accurate and complete information needed by NISN to create and update NSRs. (CCM)
- e. Coordinate addition and update of NISN services requirements into the respective customer PSLA. (CCM), NSM/CSR)

Coordinate insertion of detailed customer mission-unique NISN services requirements into respective Networks Requirements Document (NRD), Program Requirements Document (PRD) and NPRD. (NSMCSR)

- g. Provide input to support evaluation of NISN contractors.

8. ADMINISTRATION

- a. This LOA shall become effective on the date of the last signature affixed. It shall expire upon completion of all obligations of either both parties or five years from the date of signature of both parties, whichever comes first. Either party, upon a 90-day written notice to the other party, may terminate this Agreement, at any time and for any reason it deems substantial. In the event of such termination, the parties shall return to the other any data it furnished to assist the other in performance of this LOA, but either party may retain any data generated by its partial performance under the Agreement, unless another section of this Agreement provides otherwise.
- b. This LOA may be modified at any time upon the written approval of both signatory organizations.
- c. The signatory organizations shall review this LOA as required to determine the need for its continuation, modification, or termination.

Abbreviations and Acronyms

Check acronym list to ensure all acronyms are included.

CCM	Customer Commitment Manager
CSR	Customer Service Representative
	Design Cost and Schedule
	Goddard Space Flight Center
	Human Space Flight
IONet	Internet Protocol Operational Network
	Letter of Agreement
MSOC	Mission Support Operations Contract
NASA	National Aeronautics and Space Administration
	NASA Integrated Services Network
	Network Requirements Document
NSM	NISN Service Manager
	NISN Service Request
NSRS	NSR System
	Point of Contact
	Program Operating Plan
	Program Requirements Document
PSLA	Project Service Level Agreement
ROM	Rough Order of Magnitude
	Space Communications Program
SCIO	Space Communications Integration Office
SFOC	Space Flight Operations Contract
SPOC	Space Program Operations Contract
UNITeS	Unified NASA Information Technology Services
WWW	World Wide Web